

County of Los Angeles – Department of Mental Health  
Service Area 3

Quality Improvement Committee Meeting

February 18, 2015

9:30 am – 11:30 am

**AGENDA**

I Welcome and Introductions

Bertrand Levesque

II Review of the Minutes

Bertrand Levesque

III Infant – Medi-cal Necessity

Sharon Tan

**Quality Improvement**

I Test Calls Data Dec/Jan

Gassia Ekizian

II Patient Rights - Posters

Bertrand Levesque

III Psych Testing-Nathaniel Thomas COD, Meds,

Bertrand Levesque

IV Cal MediConnect

Bertrand Levesque

V Cultural Competency

Mark Borkheim

VI Safety Intelligence

Bertrand Levesque

VII Child Countywide Meeting

Gassia Ekizian

VIII EQRO Meeting

Bertrand Levesque

IX QI Work pan 2014/15

Bertrand Levesque

X Policy and Procedure Update

Bertrand Levesque

XI Request for Change of Provider

Bertrand Levesque

**Quality Assurance Liaison Meeting**

I DSM 5 and ICD9/10

Bertrand Levesque

II Bulletin 15-0-Forms & Report, Chart Review

Bertrand Levesque

III Certification Bulletin

Elizabeth Townsend

IV Auditors Controller

Bertrand Levesque

V RMD & Documentation Training

Bertrand Levesque

VI Significant Information Documentation

Bertrand Levesque

VII New “Clinical Forms Bulletin”

Bertrand Levesque

VIII Policy on Assessments for “New Clients”

Bertrand Levesque

IX Providing Housing Services

Bertrand Levesque

X Supplemental Services

Bertrand Levesque

**Other Issues**

I Announcements

All

II Adjournment

Bertrand Levesque

**Next Meeting: March 18, 2015 at Enki, 3208 Rosemead Blvd  
2<sup>nd</sup> Floor, El Monte, Ca**

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
PROGRAM SUPPORT BUREAU  
QUALITY IMPROVEMENT DIVISION**

Type of Meeting	Service Area 3 QIC	Date	2/18/2015	
Place	ENKI - 3208 Rosemead Blvd., 2 <sup>nd</sup> Floor, El Monte, CA 91731.	Start Time:	9:30 am	
Chairperson Co-Chairs	Dr. Bertrand Levesque Mrs. Gassia Ekizian Mrs. Elizabeth Owens	End Time:	11:12 am	
Members Present				
	Judy Law	Alma	Stella Tam	Heritage Clinic
	Misty Aronoff	Alma	Laura Jimenez	Hillsides
	Laura Solis	Almansor	Natalie Stepp	Homes for Life
	Yesenia Zacarias	Almansor	Karen Sammon	Maryvale
	Sharon Scott	Arcadia	Gabriela Rhodes	McKinley
	Fernando Reyes	Bienvenidos	Uyen Nguyen	Pacific Clinics
	Mark Rodriguez	Bridges	Erika Rivera	Pacific Clinics
	Erin Grierson	Crittenton	Nicole Unrein	Prototypes
	Paula Randle	David & Margaret	Vivian Chung	Prototypes
	Bertrand Levesque	DMH	Daniel Navasartian	Prototypes
	Elizabeth Townsend	DMH	Natasha Stebbins	PUSD
	Greg Tchakmakjian	DMH	Jennifer Lomas	PUSD
	Marc Borkheim	DMH	Diana Scott	Rosemary
	Stacy Morhar	DMH Specialized FC	Frederick Martone	Rosemary
	Norma Salazar	DMH Specialized FC	Dawn Dades	Social Model Recovery
	Nancy Uberto	D’Veal	Nely Meza-Andrade	SPIRITT
	Ariana Alvarez	D’Veal	Perla Pelayo	SPIRITT
	Michael Olsen	ENKI	Sally S. Michael	SPIRITT
	Carmen Vargas	ENKI	Keri Zehm	Tri-City MH
	Windy Luna-Perez	Ettie Lee	Natalie Majors	Tri-City MH
	Kate McGevna	Five Acres	Rosemary Flores	Trinity
	Gassia Ekizian	Foothill	Katia Perez	Violence Intervention
	Margaret Faye	Hathaway		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Call to Order &amp; Introductions</b>	Dr. Levesque called the meeting to order, and followed with self-introductions.		
<b>Review of Minutes</b>	The minutes were reviewed.	Motion to accept minutes by Margaret Faye, and seconded by Sally Michael.	
<b>Infant – Medical Necessity</b>	<p>Dr. Sharon Tan presented on identifying medical necessity for the 0-5 population, with a particular focus on infants.</p> <ul style="list-style-type: none"> <li>A. Daily functioning for infants. <ul style="list-style-type: none"> <li>a. Regulation</li> <li>b. Recognizing Red Flags</li> <li>c. Zones (Green, Red, Blue)</li> </ul> </li> <li>B. Recognizing signs/symptoms of functional impairments <ul style="list-style-type: none"> <li>a. Stress Responses</li> <li>b. Relationship Dynamics</li> <li>c. Environmental Impact</li> </ul> </li> <li>C. Axis 5 capacities for emotional and social functioning</li> <li>D. Risk and protective factors</li> </ul>	<p>Dr. Levesque asked members to please go back to agencies to discuss the presentation, see what questions or concerns that agency has and bring back to next meeting. Dr. Tan will return to next meeting for questions.</p> <p>Please review handouts for more details.</p>	
<b>QA/QI Process</b>	None		
Test Calls Data Dec/Jan	<p>Mrs. Ekizian presented and reviewed test call results with the group. Overall, results show that there were several areas of improvement, as compared to previous years. Mrs. Ekizian also discussed with the group the recommendations, limitations, and plan for 2015 test calls.</p> <p>Test calls for Service Area 3 will be in June 2015.</p>	Please review handout for more details.	

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Patient Rights - Posters	The updated poster for agency waiting rooms is ready for distribution.	Please contact Martin Hernandez in Patients' Rights to arrange pick up of poster.	
Psych Testing – Nathaniel Tomas COD, Meds	<p>Psych Testing - Dr. Levesque presented on available psychological testing services that can be utilized by agencies. Dr. Nathaniel Thomas provides fee for service (ffs) psychological testing services. Agencies need to complete and fax a PTAR to LA County, and authorization must be granted prior to commencing testing.</p> <p>COD- Dr. Levesque discussed that the department is in the process of developing a Co-Occurring Disorders (COD) training, which will be posted online.</p> <p>Meds- Dr. Levesque informed members that the medications (Vivitrol) integrated with care of patient will be implemented soon.</p>	<p>Please review handouts for more details.</p> <p>Members will receive more notification as this is developed.</p>	
Cal Medi-Connect	<p>Dr. Levesque reviewed Cal Medi-Connect and the associated plans. There are 5 Cal Medi-Connect plans (<i>Health Net, L.A. Care, Molina, CareMore Care1st</i>). If a client does not choose a plan, they will be auto assigned. (The medi-cal part needs to be connected to a provider).</p> <p>There is a requirement that the treatment plan needs to be released to the managed care plan, so that they can monitor the treatment. Providers will need to work with clients to get a consent to release.</p>	<p>Please contact Alan Lert at DMH if you have questions on concerns regarding this.</p> <p>Please see handouts for more details.</p>	
Cultural Competency	Dr. Borkheim reviewed policy 202.17 on <i>Hearing Impaired Mental Health Access</i> and discussed DMH available interpretation services offered to	Please review handouts for more details.	

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	<p>clients with hearing impairments. Sign language interpretation services are free of cost to consumers. Sign language interpretation/translation services are available 24/7, and there are two types:</p> <ol style="list-style-type: none"> <li>1. Emergency – Dispatched within 45-60 minutes of request.</li> <li>2. Non-Emergency – Requires a request 4 business days in advance.</li> </ol> <p>Prior notification is needed for cancellations.</p> <p>Dr. Borkheim also reviewed the <i>Recommendations Matrix</i> from the cultural competency unit. There are currently 5 workgroups. Asian/Pacific Islander, LGTBQ, African American, Latino, and Native American.</p>		
Safety Intelligence	Dr. Levesque provided an update on the Safety Intelligent Clinical Incident Reporting System.	This is in the process of being approved.	
Child Countywide Meeting	Mrs. Ekizian notified the group that the Children's Countywide Meeting has been moved the <u>2<sup>nd</sup></u> Thursdays of the month.	The next meeting will be held on May 14, 2015.	
EQRO Meeting	Dr. Levesque announced that Service Areas 7 & 8 will be participating in the 2015 EQRO audit.	The audit will take place during the week April 27, 2015.	
QI Workplan 2014/15	Dr. Levesque reviewed the Quality Improvement Work plan for CY 2014 and for CY 2015, and highlighted outcomes for CY 2014, noting the many achieved goals.	Please review handout (double sided) for more details.	
Policy and Procedure Update	Dr. Levesque reviewed policy and procedure updates.	Please review handout for more details.	
Request for Change of Provider	Dr. Levesque provided a copy of the policy for Change of Provider and Monthly Log as a reminder that Change of Provider process must be followed according to policy.	Please review handout for reference.	

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DSM 5 and ICD9/10	Dr. Levesque provided the members with information on transition to DSM 5/ICD 10. The target date was October 2015, but much work needs to be done before a transition can be made.	Transition will not likely occur by October, but more information will be provided in the coming months.	
Bulletin 15-0 Forms & Report, Chart Review	Dr. Levesque discussed Quality Assurance bulletin 15-01, and confirmed that all members received the bulletin. The bulletin covers specific examples of what is and what it not claimable as related to filling out forms and writing reports. The action must be part of a service component for reimbursement. If not a part of a service component, there may be a risk for disallowance.	All present members reported receiving the bulletin on filling out forms and writing reports.  Please refer to bulletin for more details. Dr. Levesque emailed this bulletin to members.	
Chart Audit	Dr. Levesque informed the group that DMH QA is revamping the chart audit tool to correlate with IBHIS.	Please look out for the revised tool in the coming months.	
Certification Bulletin	Mrs. Elizabeth Townsend provided information to the group on Lockouts and Provider Numbers.  A single provider number should NEVER include modes/service functions which can be locked out from one another. If an agency has more than one mode/service function, the agency will need to get two provider numbers.	Please see handout for more details.  For questions, please contact, Mrs. Elizabeth Townsend – (213) 251-6820	
Auditor Controller	Dr. Levesque reported updates on Auditor Controller audits and the plan for improved consistency with audits.	This information will be documented in a notification letter.	

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RMD & Documentation Training	<p>Documentation Training: A handout for documentation training schedule was provided.</p> <p>Dr. Levesque announced that RMD is now CBO – Central Business Office. RMD bulletins will now be titled CBO DISPATCH and will be labeled and disseminated based on who the information pertains to (DMH and/or NGA), which will help to minimize confusion.</p>	If you reserve a space and cannot attend, please be sure to cancel so that someone else can reserve your space.	
Significant Information Documentation	Dr. Levesque provided clarification on the use of the term “active listening” as a claimable intervention. To simply be present and listen to information at a meeting cannot be billed. Rather, in order to claim “active listening” as an intervention at a meeting, the discussion must have direct impact with a client’s treatment.	Please be sure that your agency is in compliance with this.	
New “Clinical Forms Bulletin”	Dr. Levesque announced that there is a new bulletin in the works regarding Clinical Forms. This bulletin is in draft status right now, but will clarify current forms, how they will be used, and which forms should be placed in the charts.		
Policy on Assessments for “New Clients”	The quality assurance division is in discussion on the need to ensure that for everyone who is connected to IBHIS, there is a current assessment attached to system. If there is not an assessment on file with the current requirements, this could be an audit risk.	More information to follow on this, as needed.	
Providing Housing Services	Dr. Levesque discussed that providing housing services should be individualized and part of the client’s treatment plan. Providers may need to do an addendum and new treatment plan to address these service needs.		

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Supplemental Services	Dr. Levesque discussed supplemental services and clarified the importance of ensuring that supplemental service be carefully considered to ensure the participant is engaged in the client's treatment process.		
<b>Handouts</b>	<ol style="list-style-type: none"> <li>1. Power Point Slides: Assessment of Infants and Toddlers</li> <li>2. Service Area 3 Birth to 5 Calendar</li> <li>3. ICARE/DMH DC-3R Crosswalk</li> <li>4. Test Calls Results</li> <li>5. Section XVI - Psychological Testing Auth.</li> <li>6. Psychological Testing Authorization (PTAR)</li> <li>7. Cal Medi-Connect QIC Presentation</li> <li>8. Cal Medi-Connect Monthly Enrollment Dash.</li> <li>9. Policy 202.17 – Hearing Impaired Mental H...</li> <li>10. CCU: Recommendations Matrix</li> <li>11. QI Work Plan CY 2014 and CY 2015</li> <li>12. Policy/Procedure Update – 2/9/2015</li> <li>13. Policy 200.02 – Request for Change of Prov.</li> <li>14. Certification Bulletin No. 15-01</li> <li>15. CBO Dispatch 15-001</li> </ol>		
<b>Announcements</b>	<p>Request made to address TBS documentation compliance training needs.</p> <p>SPIRITT Family Services has openings for service providers.</p>	Dr. Levesque will look into having this as a topic in months ahead.	
<b>Next Meeting</b>	Next Meeting is March 18, 2015 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2 <sup>nd</sup> Floor, El Monte, CA 91731.		

Respectfully Submitted, Natalie Majors-Stewart, Tri-City Mental Health